

CITY OF ARCADIA

Human Resources Divison

Frequently Asked Questions (FAQ's)

Thank you for your interest in employment with the City of Arcadia! We realize that you may have some questions along the way therefore, we have prepared the following to assist you.

Q: How do I apply for employment?

A: The City of Arcadia is now accepting applications online. To apply, click on the Employment link under Online Services. In order to submit an employment application you must create an applicant account login with an email and password. Please refer to the Applicant User Guide for detailed instructions.

Q: How do I apply if I don't have a computer?

A: Computers are available at the Arcadia Public Library in the Computer and Copier Room located at 20 W. Duarte Road Arcadia, CA 91006. The Arcadia Public Library is open Monday - Thursday from 10:00 a.m. - 9:00 p.m. and Friday-Saturday from 10:00 a.m.- 6:00 p.m. They are closed on Sundays. You may use the computers for free if you have an Arcadia Public Library card. Otherwise, you may purchase a guest pass for \$2.00 at the Circulation Desk.

Q: How do I login to start filling out an application?

A: You must have a valid email address to create an account login. If you do not have an email account, you can easily obtain a free one at Yahoo, Gmail, or Hotmail. Once you have an email address you can create an applicant account and begin the application process.

Q: How do I check the status of my application?

A: You can check your application status at any time by logging into your account in the 'Previous Applicant' section of the Employee Opportunities page. Once you login you will be able to view your application status for each position in which you have applied.

Q: How do I update my contact information if I need to make changes?

A: You can update your contact information at any time by logging into your applicant account. Once you login, click on the 'Update My Information' tab, make the necessary changes and then click submit. It is very important that we have your most recent contact information on file.

Q: Will I be notified whether or not I am selected to continue in the process?

A: Yes. You will be notified via email whether or not you are selected to continue in the recruitment process. Please allow at least two (2) weeks from the closing date of the position to receive notification of your status.

Q: Can I apply for a position that is not currently open but that may open in the future?

A: The City of Arcadia only accepts applications for positions that are currently open and posted on our Employment Opportunities page. If you are interested in a position that is not listed, you may sign up to receive a job alert sent to your email. Once you are on the Employment Opportunities page, click on the Department/Division you are interested in, then select search. Click on the link at the top for job alerts. You will be prompted to enter your email address and then click the submit button. You will then be notified via email of any future openings for the Department/Division that you have selected.

Q: If I have previously completed an application, will I automatically be considered for other positions?

A: You must submit a separate application for all positions you wish to apply for. Once you submit an application with the City, your information will automatically be saved into your applicant account so that you can easily apply for any other positions that you may be interested in. Simply login to your account and search for the position you wish to apply for. Once you select a position, click 'Add to My Jobs.' You will be able to select from the options to "use existing data" or "update application form." If you need to add or change any information from your previous application choose "update application form" otherwise, select "use existing data" to quickly apply for the position.

Q: What is the difference between an Open Competitive job and a Promotional job opening?

A: Job openings that are listed as Promotional are only open to current full-time or permanent part-time City of Arcadia employees. Open Competitive job recruitments are open for anyone to apply.

Q: How will I know what jobs I am qualified for?

A: Whenever a position becomes available, the City of Arcadia will post the announcement on our careers website where you will be able to view a job description of the position. Please carefully review the job description and qualifications of the position to determine if you meet the requirements.

Q: How does Human Resources determine if I qualify for a position?

A: The Human Resources Office reviews the application materials you submit to determine if you meet the minimum qualifications required for the position. It is critical that your application clearly demonstrates that you meet the minimum qualifications for you to be considered. Failure to include all information requested could result in the disqualification of your application from the recruitment process.

Q: What are the steps of the selection process?

A: The selection process and timelines vary depending upon the position. Selection processes can include one or more of the following: minimum qualifications screening, writing sample, written examination, performance test, oral examination, and/or practical assessment. It may take up to two (2) weeks in between each step of the selection process.

Q: What if I am not interviewed or selected to participate in the recruitment process?

A: Recruitments are very competitive and at times we cannot invite all qualified candidates to continue in the selection process. If you are not selected to continue in the recruitment process, you may set up a job alert on our website to receive an email notification letting you know when the position reopens so you may reapply.

Q: What is an eligibility list?

A: An eligibility list only applies to full-time and permanent part-time positions and is established after all steps of the recruitment process have been conducted. Full-time and permanent part-time positions are positions found within the City that receive benefits. The list for these positions contain, in rank order, those applicants who have successfully completed the examination process. Usually, these lists expire one (1) year from the date the recruitment closes; however, Human Resources reserves the right to extend the life of an eligibility list or abolish the list early. For part-time unbenefited positions, a recruitment list is established. The list created for these positions may be used for up to one (1) year from the closing date of the recruitment.

If you are placed on either list and are further considered for a position, the hiring Department will contact you directly for a second interview. If you are not contacted, your name will remain on the list for consideration of future vacancies within the same classification that may open until the list expires, is abolished, or is no longer in use.

If you have additional questions on completing your employment application, please refer to the On-Line Employment Application User Guide available on the City of Arcadia's website located at www.ArcadiaCA.gov. The User Guide will assist you with step-by-step instructions.

For additional questions, please contact the Human Resources Office at (626) 574-5405.

